



Fierce 2

ALCATEL ONETOUCH SIM Card Installation

Q: If a customer reports a problem with network connectivity for either the Fierce 2 or the Evolve 2 what should I do?

A: If the SIM Connector assembly on the ALCATEL ONETOUCH Fierce 2 or the EVOLVE 2 becomes damaged or the SIM is not properly installed, it can lead to problems making/receiving calls, texts, emails and other device connection issues.

Q: What steps can be taken to correct this?

A: Follow these steps to correctly install the SIM card:

1. To install the SIM card, slide the metal tray to the unlock position, tray will click and release when unlocked.
2. Lift the metal SIM tray door up, do not push past the fully open position.
3. Place the SIM card into the slot in the correct orientation with gold contacts facing downward.
4. Once the SIM card is placed into the slot, close the metal tray.
5. Slide the metal SIM tray down to the lock position, tray will click when locked.
6. Reattach the back cover of the phone and power on.
7. When removing the SIM card follow the same steps.



Evolve 2

See below for a diagram of the correct way to install & remove the SIM card:

